

CITY OF TUALATIN

Classification Description

Job Title: Public Services Supervisor
Department: Community Services
Reports To: Library Manager
FLSA Status: Non-Exempt

SUMMARY: Performs professional librarian work. Supervises professional Librarians and other employees in the Public Services Section of the library. Develops and maintains the library collection. Supervises the development, provision and evaluation of library programs and outreach and special projects. Prepares and administers grants. Represents the Library Manager and is responsible for the operation of the library in the absence of the Library Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Plans, prioritizes, assigns, supervises, and evaluates the work of, and trains employees and volunteers assigned to the Public Services Section. Responsible for preparation of information desk work schedules.

Recommends and assists in the implementation of library goals and objectives. Assists in developing library policy and procedure. Communicates library policies and procedures to employees, volunteers, and patrons.

Maintains the library's collection of books and other materials by monitoring public demand for and the condition of the materials, deselects materials, and selects new and replacement materials accordingly.

Plans, develops and conducts periodic training sessions for Public Services Section and other library employees.

Prepares statistical and evaluation reports.

In coordination with the Programming Specialist, develops and coordinates programs to encourage reading and the use of the library.

Promotes use of library resources through community contacts, marketing activities, library outreach programs, and special assignments.

Participates in professional development activities.

Represents the Tualatin Public Library in appropriate Washington County Cooperative Library System committees.

Provides professional level information services and readers' advisory services to patrons.

Drives to city facilities, vendors, training programs, and local and regional meetings as necessary.

Works as a member of the library team to improve library service to the community.

Maintains confidentiality where appropriate.

SUPERVISION: Directly supervises professional librarians and other employees and volunteers assigned to the Public Service Section. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include, but are not limited to: interviewing, hiring, and training employees; planning, assigning and directing work; regularly completing formal performance evaluations, rewarding and disciplining employees; and, addressing complaints and resolving problems.

COMPETENCY: To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Designs work flows and procedures. Able to anticipate the effect and effectiveness of policies.

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress. Completes projects on time and budget.

Customer Service - Understands and applies the principles of quality customer service.

Oral Communication - Speaks clearly and persuasively in positive or negative situations. Demonstrates group presentation skills.

Written Communication - Writes clearly and informatively. Able to read and interpret complex and technical written information.

Teamwork – Is an effective and cooperative team member who balances team and individual responsibilities.

Delegation – Appropriately and effectively delegates work assignments; Sets expectations and monitors delegated activities.

Quality Management - Looks for ways to improve and promote quality.

Cost Consciousness - Develops a budget that reflects the goals and objectives of the Public Services Section and the library. Works within the approved budget.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time.

Planning/Organizing – Organizes, prioritizes and plans work activities; Organizes and schedules other people and their tasks. Uses time and resources efficiently.

Quality - Demonstrates accuracy and thoroughness.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment.

Safety and Security - Observes, and ensures subordinates observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures subordinates use, equipment and materials properly.

Adaptability - Manages competing demands.

Crisis management – Maintains a calm atmosphere and effectively handles crisis situations that may occur.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills: Ability to communicate effectively in oral and written form. Ability to read, analyze, and interpret common scientific and technical journals, financial reports, policies, and procedural and legal documents. Ability to understand and respond to complex inquiries from patrons. Ability to write correspondence and reports that conform to a prescribed style and format. Ability to effectively present information to a wide range of individuals or groups in written or oral format. Ability to give instructions on the use of equipment, catalogs, indexes, files, research tools, databases and reference materials. Ability to communicate orally and in writing in Spanish is preferred.

Reasoning Ability: Ability to work independently and exercise initiative. Ability to respond effectively and tactfully to common inquiries or complaints from patrons, other agencies, or members of the Library and City staff. Ability to think analytically and develop new or revised procedures and workflow. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to organize and prioritize multiple tasks and duties. Ability to serve the public in a friendly and helpful manner and to maintain effective working relationships with other employees.

Computer Skills: Ability to operate a personal computer. Knowledge of current software applications related to the functions and operations of a public library, especially reference. Working knowledge of word processing, spreadsheet, and database software. Ability to navigate and utilize the Internet.

Technical Skills: Knowledge of library science theory and practice in the areas of collection management, reference services, programming and intellectual freedom. Ability to manage competing demands for time and attention. Knowledge of supervisory principles and practices for professional and clerical staff. Broad general knowledge of local, state, national and world affairs. General knowledge of classic and contemporary authors and their works, popular materials, and alternative formats. Ability to work with the public in a friendly, positive, and professional manner. Ability to interact positively with co-workers and to work with them to improve effectiveness and quality service.

EDUCATION and/or EXPERIENCE: Master's of Library Science (M.L.S.) from an accredited college or university and five years of related public library experience. Three years of successful supervisory experience with professional library. Experience in public library collection management; including evaluation, selection and weeding of materials for children and adults. Experience using automated library systems, personal computers, and computer applications. Experience utilizing computer systems to conduct reference and literature searches and on-line data base searches.

Any satisfactory equivalent combination of experience and graduate level coursework in Library Science, which ensures the ability to perform the work, may substitute for the above qualifications.

PHYSICAL DEMANDS & WORK ENVIRONMENT: The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit and use hands to finger, handle, or feel. The employee is occasionally required to reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and ability to adjust focus.

Duties of this position are usually performed in an indoor environment, involving heavy public contact with a usually moderate noise level. Duties of this position require a willingness to work nights, weekends, and holidays.